National Electric Power Regulatory Authority
NEPRA Tower
Attaturk Avenue (East) Sector G-5/1, Islamabad.
Ph:051-2013200, Fax: 051-2600021

Consumer Affairs Department

TCD. 02/ 3258 -2025
August 7, 2025

Chief Executive Officer,
Islamabad Electric Supply Company (IESCO),
Street No 40, G-7/4,
Islamabad.

SUBJECT: DECISION IN THE MATTER OF MOTION FOR LEAVE FOR REVIEW FILED BY IESCO AGAINST THE DECISION IN THE MATTER OF COMPLAINT FILED BY M/S RTZ PLASTIC THROUGH MR. RASHED AHMED ALVI UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST IESCO REGARDING EXCESSIVE MDI (AC # 28 14631 7070800)
IESCO-NHQ-50711-2025

Please find enclosed herewith the decision of NEPRA Complaints Resolution Committee dated August 7, 2025 regarding the subject matter for necessary action.

Encl: As above

(Muhammad Abid)
Assistant Director (CAD)

CONSUMER AFFAIRS DEPARTMENT
NEPRA
Islamabad
(CAD)

Copy to:

1. C.E/Customer Services Director,
   Islamabad Electric Supply Company (IESCO),
   Street No 40, G-7/4, Islamabad.
2. Mr. Rashid Ahmed Alvi,
   Plot No.4, Street No.N-1 E-2,
   Rawat Industrial State, Rawalpindi.
   0304-3733551 # 0343-9689551

BEFORE THE
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY

MOTION FOR LEAVE FOR REVIEW IN THE COMPLAINT NO. IESCO-NHQ-50711-02-25

Islamabad Electric Supply Company (IESCO) ..... **Petitioner**
Street No 40, G-7/4, Islamabad.

VERSUS

M/s RTZ Plastic through Mr. Rashid Ahmed Alvi
Plot No.4, Street No.N-1 E-2, Rawat Industrial State, Rawalpindi.....**Respondent**

Date(s) of Hearing: May 29, 2025

For the Petitioner:	**For the Respondent:**
Mr. Azeem Zardari, XEN (Opt.)	Mr. Rashid Ahmed Alvi

DECISION

This decision shall dispose of the review petition filed by Islamabad Electric Supply Company Limited (hereinafter referred to as the "Petitioner" or "IESCO") against the decision dated May 02, 2025 of the Complaints Resolution Committee (CRC), NEPRA Islamabad under NEPRA (Review Procedure) Regulations, 2009.

2. Brief facts of the case are that the M/s. RTZ Plastic (hereinafter referred to as the "Respondent") is an industrial consumer of IESCO bearing Ref No. 28-14631-7070800-U having a sanctioned load of 80 kW and the applicable tariff category is B2b(12)T. The Respondent was being charged incorrect monthly bills by IESCO from January 2024 to November 2024 due to the wrong multiplying factor (MF), i.e. 20 rather than 40. Subsequently, IESCO charged a detection bill of Rs.6,158,742/- for 13,820 units for the previous eleven (11) months to the Respondent, which was challenged by him before NEPRA in February 2025.

3. After detailed deliberations on the matter, the complaint was disposed of by the Complaints Resolution Committee (CRC), NEPRA vide decision dated May 2, 2025, the operative portion of which is reproduced below:

> *"IESCO was directed to revise the detection bill from eleven (11) months to six (06) months retrospectively as per the ibid Clarification dated 26.03.2021 of the revised CSM-2021. IESCO is further directed to recover the payments of the revised detection bill from the Respondent in six easy installments and restore the supply of the Respondent's premises after receipt of the first*

installment against the arrears along with the current month's bill. The billing account of the Respondent may be overhauled after the adjustment of a payment made against the detection bill".

5 Being aggrieved with the above-referred decision of NEPRA, IESCO filed a motion for leave for review before NEPRA on May 13, 2025. In order to proceed further into the matter, a hearing was held at NEPRA Head Office, Islamabad on May 29, 2025 wherein both parties tendered their appearance. During the hearing, the matter was discussed in detail based on the record made so available by the parties, arguments advanced during the hearing and applicable law. Following have been observed:

6. It is observed that IESCO repeated the same grounds in the review petition, which have already been considered and duly addressed by the NEPRA Consumer Resolution Committee in the impugned decision. Due to negligence on the part of IESCO, the Respondent was billed a detection bill of eleven months, which violates clause 12 of the clarification dated 26.03.2021, rendered in the revised CSM-2021. Therefore, the impugned detection bill was rightly set aside vide the decision dated May 02, 2025 and IESCO was directed to charge a revised detection bill for six months as per the above-said clarification. Even otherwise, a motion seeking review of an order is competent only upon the discovery of new and important evidence, or on account of a mistake or error apparent on the face of the record. Perusal of the decision sought to be reviewed clearly indicates that all material facts and representations were duly considered, and no mistake or error warranting intervention under the law has been pointed out.

7. In view of the above, the review petition is dismissed, and the decision of the NEPRA Consumer Resolution Committee dated May 02, 2025, is upheld. IESCO is directed to implement the aforesaid decision of the Complaints Resolution Committee in letter and spirit and submit a compliance report fortnightly.

8. Foregoing in view, further proceedings in the matter are hereby closed by this office.

(Ubed Ullah Memon)
Member Complaints Resolution Committee/ Director (CAD)

07/08/25
(Muhammad Irfan ul Haq)
Member Complaints Resolution Committee/ Assistant Legal Advisor (CAD)

07/08/25
(Naweed Illahi Shaikh)
Convener, Complaints Resolution Committee/ Director General (CAD)

NEPRA Islamabad (CAD)

Islamabad, Aug 07, 2025